



# General Store

Many years ago, early settlers relied on the "General Store" to provide the goods necessary to sustain their pioneer spirit. In turn, the store owners depended on the continued patronage of these valued customers to stay in business. This newsletter is dedicated to the valued customers of the Defense Supply Center Philadelphia (DSCP) General & Industrial (G & I) Directorate.

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## In this Issue

MRO Team Wins Hammer Award	1
Fire Fighting "When Only the BEST Will Do..."	1
"Director's Corner"	2
DSCP Wins President's Quality Improvement Award	4
Tailored Lighting	5
Pallet Management Prime Vendor Awarded	6
Heavy Equipment Partnership Fills the Bill	7
"The Back Porch"	8



## MRO TEAM "HAMMERS" DOWN CUSTOMER COSTS

Since 1994, more than 1,250 teams of government reinventors have received a \$6.00 hammer, a ribbon, and a note from Vice President Gore, all in an aluminum frame. The Hammer Award is the Vice President's tribute to teams of federal reinventors and their partners in state and local government and the private sector. The intrinsic value of the award is small, but what it stands for is not. It recognizes those who have used

reinvention principles to create a government that works better, costs less, and delivers results the American people care about.

The Maintenance, Repair, and Operations (MRO) Team in G & I, and their partners in the prime vendor initiative, were recent Hammer Award winners. Working in the southeast region of the United States with the Marine Corps Recruit Depot, Parris Island; Marine Corps Air Station, Beaufort; the Naval Hospital, Beaufort; the Air Force Civil Engineering Support Activity; and ProcureNet Inc., the MRO Team instituted an integrated supply

method in December 1996. Providing materials used for facilities maintenance, the MRO prime vendor contract includes, but is not limited to, plumbing/HVAC/refrigeration, electrical, lumber, small tools, paint, hardware and assorted fixtures and building supplies. Currently, G & I has 37 customers ordering in the southeast region with sales of \$31.7 million so far in FY 00 alone.

Chet Evanitsky said benefits of the program include lower overall costs to the customers through reductions in infrastructure processes and inventories, and

(Continued on page 3)

## When Only the BEST Will Do . . . .

If you deal with life or death situations that might occur in fire fighting and relief efforts, you want the best possible equipment. Around the world, research and advanced technology are contributing to improvements in life saving and protection gear. You can be sure that the DSCP G & I Fire Fighting Team is keeping abreast of the latest technology and what's avail-

able to meet your specialized needs.

In June a representative of the G & I Fire Fighting Prime Vendor program attended Interschutz 2000, the world's largest International Fire and Catastrophe Response Conference, in Augsburg, Germany. Exhibitors included 85 fire service organizations and 565 industry companies, representing

at least 37 countries. Held every 10 years, Interschutz was attended by well over 100,000 manufacturer and supplier representatives and visitors, including representatives of all the U.S. military Service branches. Product and service innovations were in abundance throughout the exhibition.

(Continued on page 4)



## Director's Corner



By Philip M. Liller  
Colonel, USAF  
Director,  
General & Industrial  
Directorate

### Try, Try Again. . .

Winston Churchill said, *"Success is never permanent. Failure is never failure. The only thing you can really do is to never, never, never give up."* Thomas Alva Edison said it too: *"Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time."* We, in the General & Industrial Directorate (G & I), are determined to succeed in our efforts to provide our Military customers with fast, reliable support, at the right price.

We recognize that over the last year our supply support has not been at the level that has met the expectations of either our customers or ourselves. Like all of DoD, we've been asked to do more with less. When the Defense Industrial Supply Center (now G&I)

was BRAC'd (Base Realignment and Closure) in 1995, staffing was approximately 1800. By July 1999, immediately after the DSCP/DISC merger, staffing was under 1000 (a 45% reduction in personnel overall, a 36% reduction in acquisition staff, and an 83% reduction in clerical personnel).

In July 1999, we began to experience an increase in backorders -- a 68% increase in backorders by May 2000. Factors that may have also contributed:

- The final Consumable Item Transfer (CIT) and internal DLA item moves (FSC transfer) left G & I with material management responsibility for approximately the same number of items that it had pre-BRAC, but the allocated manning figures were based on significantly fewer items.

- G & I began a major shift in supply chain management and customer support methods. A significant percentage of the workforce

transitioned to "Shift to Commercial Practice" (SCP) initiatives (Prime Vendors, Long Term Contracts, Vendor Managed Inventory, etc.). This change in support did not lead to the anticipated reduction in our traditional support workload. As a consequence there were fewer people available to process a "non decreasing" traditional workload.

- Various system issues such as new DPACS Graphic User Interface (GUI) implementation slowed processing times and required a large amount of training. New learning curves resulted from Federal Stock Class (FSC) reassignments, and numerous physical moves of personnel were required due to construction within the various buildings.

What are we doing to get out of the hole? We've shifted resources to assist the backorder reduction effort -- personnel have been detailed from various

SCP initiatives to perform more "traditional" work. In the meantime we have actions in place to hire additional employees in the acquisition occupational series. A backorder task team is focused now on identifying specific reasons for backorders and developing strategies to reduce them. A Contract Delivery Date (CDD) Alert Program has been undertaken to alert contractors with orders within 30 days of the CDD.

In short, we are NOT giving up! Backorders are on a downward trend since our peak in May 2000. Supply availability dipped to a low of 81% in May 2000 and had risen back up to 83% by August. We still have a way to go in our recovery efforts, and we will do everything we can to get our support back up to our traditional level. We are one team with one focus -- on supporting you, our Military customers.

. . .Never Give Up!

### Special Contributors

Mario Desideri  
Joe McHenry  
MSgt Steve Jarvis

Tony Armentani  
Steve D'Agostino  
Barbara Hutz

Chet Evanitsky  
Mark Scott

**"General Store" Staff:**  
Bill Ernst  
Sally Groom  
Debra Celli  
Tim Adams

(Continued from page 1)



being able to provide surge capability for natural disasters, relief efforts, and troop deployments.

"The program is truly a partnership, and only through the cooperation and dedication of all of the parties involved has it been able to provide the customers with the expected benefits of the program," said Evantisky, who works in DSCP's general and industrial directorate.

The accounting and consulting firm, KPMG Peat Marwick, reviewed the MRO prime vendor methodology in August 1998. They found that on-base inventories were reduced over 55% and processing costs over 50%.

"It's a source of great pride for ProcureNet to be part of ongoing efforts that will have positive effects throughout the government," said Reuven Battat, ProcureNet's chief executive officer. "We're honored that our division was included in the *Hammer Award* nomination, and we congratulate the entire DSCP team on winning this award."

Since 1996, the MRO Team has awarded a total of 16 contracts worldwide, the most recent on 28 July 2000 to Theodor Wille Intertrade (TWI). Implementation will begin at two U.S. Army Europe (USAREUR) sites, Wiesbaden Community 221<sup>st</sup> Base Support Battalion and Heidelberg Community 411<sup>th</sup> Base Support Battalion.

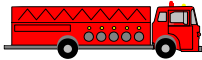
CONUS regions, in addition to Southeast, include Southwest, Northeast, Northwest, North Central, South Central, Hawaii, and Alaska. OCONUS regions, in addition to Europe (Germany), include Japan/Okinawa, and Korea. Total program sales, as of 31 July 2000, are \$220.5 million. To date, 179 customers are participating from all Service branches and other Federal agencies.

If you are already a customer, or interested in becoming one, the MRO Team welcomes your comments and/or inquiries -- contact Chet Evanitsky, DSN 444-8048, Com (215) 737-8048, or Email [cevanitsky@dscp.dla.mil](mailto:cevanitsky@dscp.dla.mil). See our Web site at <http://www.dscp.dla.mil/gi/mro> for program details.



**AWARD WINNERS--Defense Supply Center Philadelphia workers, back row (left to right) are:** Harry Klein, Chet Evanitsky, William Kelso, Alfred Fisher, Harvy Jaffe, Elizabeth Perry. **Third row (left to right) are:** Nick Strasser, Christine Sloan, Russ Jones, Mary Knesis, Janet Hladczuk, Patricia Murphy. **Second row (left to right) are:** Linda Gruber, Teri Ferrante, Richard Betshner, Cynthia Mitchell-Riley, Linda Donaghy, Debra Roessler. **First row (left to right) are:** Ronald Stankiewitch, Jane Adams-Martin, Anthony Pizzo, Celestine Lennox, Kathleen Nolan, Kathleen Lunemann. **Not shown are:** Steve Kilkucki, Ignatius D'Anna, Patricia Lerman, Daniel Keefe, William Orth, Cornelius Osborn, Denise Lowery, and John Weber.





Fire fighting requirements by our customers in Europe can be filled through direct vendor delivery and long term contracts now in place; and our Maintenance, Repair, and Operations (MRO) Prime Vendor contracts can cover fire-related items, such as smoke detectors and extinguishers. In CONUS, Prime Vendor contracts for fire fighting equipment and services have been awarded in:

& The Eastern region, including Panama, Guantanamo Bay, and Puerto Rico

& The Central/Western region, including Alaska, Hawaii, Guam, and Midway Island.

Solicitation for contracts in the Pacific region (pilot sites include Camp Zama, Misawa Air Base, Yokota Air Base, Kadena Air Base, and MCAS Iwakuni ARFF, Japan; and Torii Station, Okinawa) will soon begin.

For more information, see our Web site: <http://www.dscp.dla.mil/gi/general/fire.htm> -- or send Email to [sbjones@dscp.dla.mil](mailto:sbjones@dscp.dla.mil); telephone Shirley Jones, DSN 444-4421, Com (215) 737-4421.

## Fire

1. Fire doubles in size every 30 seconds.
2. Over 2 million fires are reported to fire departments each year in the US.
3. There are over 10 Billion dollars in property damages in the US each year.
4. Fires kill more Americans than floods, hurricanes, tornadoes, and earthquakes combined.
5. In deadly home fires, 14% had working smoke detectors and alarms.
6. You lose your sense of smell when you are sleeping.

## Facts



WASHINGTON, D.C.-- The Defense Supply Center Philadelphia has been recognized by the Clinton-Gore administration as one of a select group of federal government activities that have made the government work better and cost less while also providing quality services. These efforts resulted in DSCP recently

being honored here as a recipient of the *President's Award for Quality Improvement*. This particular award recognizes employees and their organizations for delivering on the Clinton-Gore administration's goal of improving the delivery of government services by empowering first-line employees.

"I am proud of these dedicated employees who serve as positive models for all those who relish the unique challenges offered by public service," said

President Clinton in a prepared statement.

"Our transformation extends well beyond our decision to create new and innovative business strategies," said Army Brig. Gen. Daniel G. Mongeon. "Being recognized through the *President's Quality Awards Program* reaffirms our belief that we [DSCP] are remaking ourselves to better serve the needs of our customers around the globe."

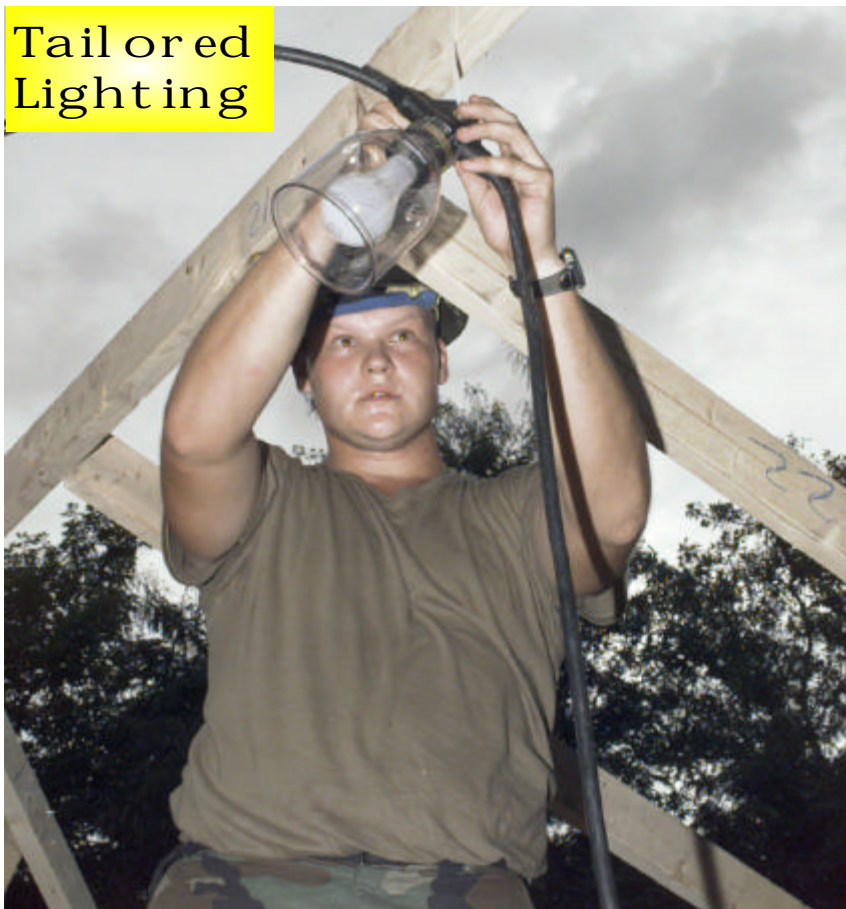


Employees from the Defense Supply Center Philadelphia present for the President's Quality Awards program ceremony were [from left]: Army Col. Stuart Mervis; Air Force Col. Philip Liller; Ro Badame; Steve DiLizio; Steve McManus; Army Brig. Gen. Daniel G. Mongeon; Brunson Edwards; Paul Amato, and Chris Poplawski.



Steve DiLizio (left) and Craig Gsell at the reception following the awards program. Both work in DSCP's Operations Directorate.

## Tailored Lighting



The DSCP Lighting Team has developed distinctive support packages for our customers that provide tailored logistic support for weapon system and commercial lighting. Our Tailored Logistic Support Packages (TLSPs) provide an acquisition, technical and inventory support team dedicated to the research and development of unique lighting solutions for your specific program. Our TLSPs provide long term contracts that save in procurement and production lead times, and ensure customer satisfaction through prompt delivery, product quality and individual team support. Each TLSP team has a designated Contract Specialist, Inventory Manager and Technical Specialist who work all logistic, procurement or commodity specific issues. All contracts have electronic ordering capability with direct vendor delivery options and provisions for surge and vendor managed inventory. The following grid shows our active TLSPs and the primary service/agency for whom the package was tailored.

### TLSP Name

### Primary Customer(s)

F-14 Night Vision Imagery System (NVIS)  
Modification kits

U.S. Navy NAVICP Philadelphia

F-16 NVIS Exterior Light Kits

USAF Reserves and the Air National  
Guard

F-16 NVIS interior lighting, spares

USAF Hill Air Force Base

Various Aircraft Lighting spares  
Sole Source lighting spares

USAF and U.S. Navy

Troop Support Distress Markers

U.S. Army and USMC

Compact Fluorescent Lamps (CFLs)  
½ Price Sale Partnership with DOE

Federal Facility/Energy Managers

For further information on these TLSPs or if you have a specific program or project that requires lighting spares, kits or systems please contact our Lighting Team Program Manager Tony Armentani, DSN 444-8047, Com (215) 737-8047, Email: [aarmentani@dscp.dla.mil](mailto:aarmentani@dscp.dla.mil) or visit our Lighting Team Website at <http://www.dscp.dla.mil/gi/general/light1.htm>.

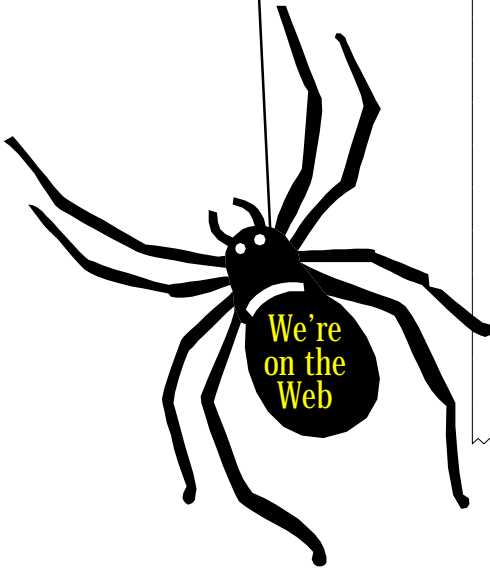
**1-800- DLA BULB**

# Cob Web Corner

Make your own invisible ink, Silly Putty, or a Halloween costume sure to impress: [www.makestuff.com](http://www.makestuff.com)

Looking for a distributor cap for a '89 Yugo?: [www.carparts.com](http://www.carparts.com)

See the World's Tallest Thermometer! Visit the Hair Museum! Marvel at the Beer Can House! Check them all out at: [www.roadsideamerica.com](http://www.roadsideamerica.com)



## General & Industrial Conference Attendance Schedule

Expo/Conference	Date
Association of the U.S. Army (AUSA) Washington, DC	16-18 Oct
World Energy Engineering Congress Atlanta, GA	24-28 Oct
National Business Energy Forum Phoenix, AZ	29 Nov - 2 Dec
Marine West 2001 Camp Pendleton, CA	10-11 Jan

For more information on these conferences contact:

Venard Cabbler (215) 737-9050, DSN 444-9050, Email [vcabbler@dscp.dla.mil](mailto:vcabbler@dscp.dla.mil)

[www.dscp.dla.mil/gi/](http://www.dscp.dla.mil/gi/)

## DSCP Awards Prime Vendor Contract for Pallet Management

The Defense Supply Center Philadelphia's General and Industrial Directorate awarded a prime vendor (PV) contract to Treen Box and Pallet Corporation of Bensalem, Pa. This PV initiative supports your material handling pallet supply, pick-up, repair, and replacement, including recycled content pallets. The PV contract covers states east of the Mississippi River and a solicitation will be issued in Fiscal Year 2001 for the Western United States.

"This contract offers competitive prices, just-in-time delivery, 24 hour emergency delivery, and sustained surge coverage," said

Mark Scott, Program Manager. "It allows depots to reduce the amount of inventory on hand, which reduces warehouse costs."

Total Pallet Management saves environmentally by reducing use of landfills, as well as the headaches associated with getting rid of non-standard or broken pallets – the PV will gladly take both as a source of material for the recycled content pallet. Use of the PV contract by DLA Depots and the Services complies with Executive Orders 13101 and 12873, which mandate the use of recycled content products.

Twelve (12) different types of

wood pallets are currently available, with the ability to add other types as necessary. Orders can be placed by phone or fax (with internet order capability expected in the near future) and items are shipped direct to the customers' designated delivery sites. For more information about this initiative, contact Mark Scott at DSN 444-7531, (215) 737-7531, or Email at: [mlscott@dscp.dla.mil](mailto:mlscott@dscp.dla.mil).





## Partners Fill the Bill



In mid April, the Heavy Equipment (HEPP) Team received an urgent request for support of military operations in Bosnia. A 5,200-pound, asphalt compactor was needed right away. DSCP-Europe and G & I personnel partnered with our Caterpillar USA contractor rep to make necessary arrangements. Using our heavy equipment,

customer value contract (CVC), the customer could realize a substantial saving -- 31.8% discount off the list price. But what about shipping? How fast and where to? The e-mail messages flew as the "partners" exchanged information and experience. Caterpillar USA contacted their plant in Rantigny, France. The compactor could be assembled and shipped from there by the end of May if they received the order before the last week in April. DSCP-Europe

advised that shipment should be made to the Theater Distribution Center (TDC) in Kaiserslautern. The TDC is equipped to handle rolling-stock and makes arrangements for shipment downrange from there - it's routine for them. Caterpillar quoted a price including shipment. And the deal was made. The customer reported the compactor was "on the road" by mid July -- and they were "more than happy!" Best of all, DSCP-Europe esti-

mated that the acquisition process represented a monetary savings of 28% to the U.S. Government.

For details about HEPP, see our Web site at <http://www.dscp.dla.mil/gi/general/hepp.htm>. Questions about the program? Contact the Program Manager, Pat Lerman via Email: [hepp@dscp.dla.mil](mailto:hepp@dscp.dla.mil); or call DSN 444-7382 (Com 215-737-7382); or FAX to DSN 444-7269 (Com 215-737-7269).





**The  
Back  
Porch**  
By Yvette Burke  
Deputy Director,  
General &  
Industrial  
Directorate

**People Power!** As a DLA Manager, I have a major responsibility to you, our customers: I must "ensure our workforce is enabled to deliver and sustain world class performance." I must ensure our employees are empowered. And powerful! The global nature of our logistics systems, technology innovation and change, and the complex support problems our customers face worldwide demand that our employees be flexible, act maturely, be proactive, creative thinkers, and fast learners. Managers at DSCP are determined to build just such a workforce, second to none.

Not long ago, associates, supervisors, and managers here in the General and Industrial (G & I) Directorate participated in a series of focus group discussions conducted by Pennsylvania State University's Management Development faculty. The quality of the information we received about the concerns expressed was the direct result of the participants' willingness to share perceptions, observations, and ideas. And as the next step in a process of continuous improvement, we are addressing three specific areas of concern: improving corporate communication and workforce involvement, and building/maintaining trust between managers and employees.

If we are to provide our customers with an

entire range of quality products and the best possible customer service, it is imperative that each employee be comfortable with, and confident of, the product knowledge and logistics experience they have. Employees should be knowledgeable of Military constraints and the priorities imposed by Readiness issues. This kind of knowledge and empathetic experience is gained, and enhanced by, frequent and direct interaction with customers. On-going efforts to reduce backorders have improved with encouragement by, and the day-to-day involvement of, upper management with the working level. As noted by our Director, Colonel Philip Liller, USAF, Supply Availability is increasing. Charts noting the prog-

ress made are posted throughout the organization, and Emails are sent regularly to all employees explaining the situation and the ongoing results.

I can assure you that this workforce and the organizational development efforts in G & I are on target. The Power of our People, their experience and knowledge of you, our Customer, and *your* concerns, is our most valuable corporate asset. I am proud of their accomplishments, and I will continue to nourish their growth and experience in order to serve you better.



## Progress

### ↙ Backorders

- ◆ Leveling
- ◆ 4.8% (Aug) decrease from May Peak

### ↗ Supply Availability

- ◆ Bottomed out in May
- ◆ Climbing – Up 2.5% (Aug)

### ↗ Awards increased 77.6% from Jan thru Aug

- ◆ 75% increase in Electronic Awds from Aug 99
- ◆ 86% increase in Manual Awds from Aug 99

The "General Store" is published quarterly by the DSCP General & Industrial Directorate Business Office. It is intended to provide a link between our customers and our Customer Business Unit associates. Articles/questions may be submitted for consideration in writing to :

**DSCP-ILBC**  
700 Robbins Ave  
Philadelphia, PA  
19111-5096

or through email to :  
[dcelli@dscp.dla.mil](mailto:dcelli@dscp.dla.mil)